

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

This exhibit aims to gain some insight into the work experience, competence and relevant certifications held by Bidder. Information provided will be used to score Bidders ability to offer products and solutions as described herein.

Instructions: Bidders will provide a written response to each of the sections below as instructed.

EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS	WRITTEN RESPONSE
BIDDERS OFFERING PRODUCTS Instructions: Bidders offering products for any category/sub-category must provide a written response to each item as instructed below.	
1) List any factory trainings and certifications your company's staff has attended/acquired to support the proposed infrastructure network, and all related subsystem equipment.	<u>Aviat Networks Response:</u> Aviat's staff in support of the proposed infrastructure network and equipment have acquired intensive product training, in addition to having attended technical schools, colleges, or military technical schools.
2) Please disclose the cumulative years of experience your current company's Public Safety Communications Products Technical Experts have performing Radio programming/installation work.	<u>Aviat Networks Response:</u> Aviat's current product's technical experts have over 100 cumulative years of experience performing radio programming/ installation work.
3) Does your company utilize partners for providing products and services? If so, describe: • process to qualify partners and sales personnel to represent the product, including any certifications • how partners are contractually bound to the Master Agreement terms and conditions, • how partner sales will be accurately tracked and reported, and • remedy plan if the partner or sales personnel are not in compliance.	<u>Aviat Networks Response:</u> Aviat is always the first line of response for a customer, not a dealer. This ensures inquiries are dealt with immediately and do not have to pass through multiple layers to get to the experts.
4) Please describe your company's ordering process. Include sub-contractors, authorized resellers/dealers/manufacture representative's role in the ordering process.	<u>Aviat Networks Response:</u> The contract customer would place any request with their respective Territory Manager or Sales Support Engineer.
5) Please describe your company's escalation process for technical and billing issues.	<u>Aviat Networks Response:</u> Customer can contact Aviat Networks Accounts receivable department to resolve any issues related to involving and payment. Name: Warren Taylor Title: Senior Credit & Collections Analyst

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

	Office: 408-941-7100 Email: NACredit@Aviatnet.com Customer can also contact their respective Territory Manager or Sales Support Engineer to resolve such issues.
6) Please describe your company's standard customer/technical support services during regular business hours and time zone support will be provided. (For example: Monday through Friday 8:00 am – 5:00 pm ET). Provide a copy of your company's service level agreement (SLA) to include tiered support and response times for each tier and after hours support.	<u>Aviat Networks Response:</u> HOW TO CONTACT Aviat Networks Technical Support and Repair: Customers can also go online and open a request or send an email. From all of these requests a Trouble Ticket will be opened and used to track progress against the request. • Technical Assistance: Toll Free (Canada/USA/Caribbean): 1-800-227-8332 Phone: 210-561-7400 ▪ FAX: 210-561-7399 ▪ E-mail: TAC.AM@aviatnet.com ▪ Online Technical Assistance Request: http://us.aviatnetworks.com/services/customer-support/technical-assistance/ • Repair & Return Toll Free (Canada/USA/Caribbean): 1-800-227-8332 Phone: 210-561-7400 ▪ FAX: 210-561-7399 ▪ E-mail: rma.americas@aviatnet.com Online RMA Request: http://support.aviatnetworks.com/rma_tracking.asp Please see "Aviat Global Support Guidelines" document for a copy of Aviat's service level agreement.

BIDDERS OFFERING SYSTEM SOLUTIONS (RADIO OR POWER)

Instructions: *In addition to the narratives above, Bidders offering a solution must provide a written narrative to each item listed below as instructed.*

1) List any certifications or specialized training which makes your company best suited to offer complete Public Safety Communications or Power System Solutions.	<u>Aviat Networks Response:</u> • PmP Certification • OSHA Safety Standards • R-56 grounding requirements • Fall Arrest Training • PPE Regulations • Local/County/State contractor licensing per state • State of WA licensed contractor • FIPS 140-2 certified high security • NATE certification • BROWZ and Avetta certified
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EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

2) List the brands of products for which your company has factory trained and certified Installers.	• Aviat Networks products • Cisco & Nokia routers • Commscope and RFS microwave antennas, dehydrators and lines • Laurus • Juniper • Telect • C&D and Eltek Power Systems • GNB Battery systems • Assentria SiteBoss Alarm units
3) Project Manager (PM). Please disclose the name and employment history of each project manager within your company and include how they meet the requirements below. The PM shall be an employee of the proposer at the time of the response submission. The PM shall have a proven record of experience in projects of similar size and scope. PM shall bear full responsibility for: • Supervising and coordinating the installation, and • Deployment of the communications system, and • Development and acceptance of the Project Management Plan (PMP), and • Manage the execution of the project against that plan, and • Oversee the day-to-day project activities. The State reserves the right to accept or reject the identified PM. If, during the term of the contract, it is necessary to replace the PM, State reserves the right to accept or reject the newly identified PM.	<u>Aviat Networks Response:</u> Aviat Project Managers receive annual PmP Training /recertification as well as ongoing enhanced career development training throughout the year. Internal and external performance reviews are conducted regularly to ensure customer satisfaction and ISO requirements are met on each project. Aviat Networks will assign a Project Manager upon project award. For the duration of the project, the assigned Project Manager will administer all aspects of the contract between Aviat and the customer/end-user. The Project Manager will act as the primary point of contact for the end-user to facilitate effective resource management, escalations, approval processes, scheduling, communication, and reporting with Aviat Engineers and other designated vendors as needed. The Project Manager is responsible for maintaining control of the project and assuring compliance with the project and the customer/end-user specifications. The project schedule for construction and installation will be developed and maintained in Primavera P6 and will identify project deliverables, key milestones, resource assignments, and track project progress against each milestone. The schedule will also provide a detailed design and fabrication plans for the delivery of the microwave equipment to the sites, including design reviews by the customer/end-user, Factory Acceptance Testing, etc. The customer/end-user agree to collaboratively review and agree to the project milestones and deliverable dates prior to the execution of any

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

	services on the project. A copy of the project schedule will be available upon request in .pdf or .mpp format. Establishment of a communications plan will be done in accordance with the principles of Project Management established by the Project Management Institute (PMI®) unless otherwise agreed to. The plan will involve representatives from Aviat and the customer/end-user and any other affiliated members (if required) for project kickoff meetings, periodic progress meetings, or problem escalations as needed. The plan will include the location and frequency of any such meetings, the format for formal communication and meeting minutes, attendee or distribution lists with contact details, methods of communication, and escalation and management level lists. The Aviat Networks Network Engineer will provide the overall technical direction of the feasibility study and will work with the customer/end-user to insure the design integrity, verify that all paths and proposed solution and OEM equipment are compatible, and that the desired performance of the network is realized.
4) Reporting. Please provide report examples for a minimum of three (3) installed and fully operational systems that best emulate the proposed system. At a minimum, report should include a detailed description of the system and its significant operational features/components (e.g., number of sites, channels, and subscribers) as well as a current customer contact including name, address, and phone number, title, department and system responsibility.	<u>Aviat Networks Response:</u> #1 State of Colorado / Full turnkey statewide network, over 250 microwave hops, various frequency bands, Native TDM & Native IP. Contact: Pete Bangas Public Safety Communications Network Manager State of Colorado 601 East 18th Avenue, Suite B100, Denver, CO 80203 Phone: 303-764-7967 Email: peter.bangas@state.co.us #2 King County Department of Information Technology (KCIT) / PSERN Project / Full turnkey network, over 50 Hops, various frequency bands, Native TDM & Native IP. Contact: Sean Douglas Technical Lead King County Department of Information Technology (KCIT)

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

	401 5th Avenue, Suite 600 Seattle, WA 98104 Phone: 206-263-8094 Email: Sean.Douglas@kingcounty.gov #3 Thurston 911 / NA190321-42260 / Full turnkey, 3 sites, 2 hops, 11GHz microwave system, Native TDM & Native IP Contact: David Taylor Radio Systems Manager Thurston 9-1-1 Communications 2703 Pacific Ave. SE Olympia, WA 98501 Phone: 360-704-2736 Email: david.taylor@tcomm911.org
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EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

SERVICES	
Instructions: Bidder will provide a written response for all services offered below as instructed. Services will not be evaluated, however; any services listed below will be included and available for use in Cooperative Purchasing Master Agreement upon award. Services may be added upon approval. Pricing for services must remain constant for the entire Master Agreement term or as mutually agreed in Participating Addendum.	
Service	Description
Consultation	Aviat Networks Response: Planning & Design Consulting. Aviat Part Number SVCS-PN-CO-CO. Pricing provided in Exhibit C Bid Price is per "man-hour".
Project Management	Aviat Networks Response: Assigned Program Manager who manages all facets of the project. Aviat Part Number SVCS-IN-PM-PM. Pricing provided in Exhibit C Bid Price is per "man-hour".
Implementation	Aviat Networks Response: Project/Implementation Engineering including Site Surveys. Aviat Part Number SVCS-IN-SS-PE. Pricing provided in Exhibit C Bid Price is per "man-hour".
Installation	Aviat Networks Response: Network Integrator, Aviat Part Number SVCS-IN-IC-FI, Tower Rigger/Antenna Installer, Aviat Part# SVCS-IN-IC-AS. Waveguide Sweeping, Aviat Part Number SVCS-IN-IC-AS-WV. Pricing provided in Exhibit C Bid Price is per "man-hour".
Configuration/Design	Aviat Networks Response: Network/System Engineering. Aviat part Number SVCS-PN-EN-SE. Pricing provided in Exhibit C Bid Price is per "man-hour".
Radio Programming	Aviat Networks Response: Radio & Vendor Integration & Testing. Aviat Part Number SVCS-IN-SIPQ-RI or SVCS-IN-SIPQ-VI. Customer-witnessed Factory Acceptance Testing. Aviat Part Number SVCS-IN-SIPQ-AT. Pricing provided in Exhibit C Bid Price is per "man-hour".
Product Recycling/Buy Back	Aviat Networks Response: Product Recycling/Buy Back is offered and priced on a case-by-case basis only. Not available at an hourly rate.
Training	Aviat Networks Response: Training provided by an Aviat Network Integrator during installation. Aviat Part Number SVCS-IN-IC-FI. Pricing provided in Exhibit C Bid Price is per "man-hour".
Maintenance/Repair	Aviat Networks Response: Factory repairs and/or Maintenance services. Neither of these services are offered at an hourly rate. Priced on a case-by-case basis.
Encryption (AES-256) software upgrade, single-key	Aviat Networks Response: Not applicable to Microwave
Encryption (AES-256) software upgrade, multi-key	Aviat Networks Response: Not applicable to Microwave
Other	Aviat Networks Response: Transmission Engineering, including Path Surveys & Frequency Coordination &

EXHIBIT B-3 EXPERIENCE, QUALIFICATIONS, CERTIFICATIONS AND SERVICES

	Licensing. Aviat Part Number SVCS-PN-EN-XE or SVCS-PN-EN-XE-LA. Pricing provided in Exhibit C Bid Price is per “man-hour”.
Other	<u>Aviat Networks Response:</u> Structural Engineering. Aviat Part Number SVCS-IN-SS-ST. Pricing provided in Exhibit C Bid Price is per “man-hour”.
Other	<u>Aviat Networks Response:</u> Configuration Engineering / Documentation / Drafting. Aviat Part Number SVCS-IN-SS-CEDFT. Pricing provided in Exhibit C Bid Price is per “man-hour”.